

PROFORMA OF MAIN APPLICATION FORM (for applying through e-mail) for

NATIONAL AWARDS FOR e-GOVERNANCE

1. Name of the Organization: Department of Health & Family Welfare, Government of Gujarat
2. Name of the Department: Commissionerate of Health, Medical Services & Medical Education (Health section), Gandhinagar.
3. Name of State/UT/Central Government/Others: Gujarat State
4. Name of the Project: Beti Vadhaao Web Portal
5. Nature of the project: eGovernance
6. Category of Award Applying for: Excellence in Government process reengineering. Cat No. 1
7. Objective of the Project : (Please provide the brief summary of the project being nominated for the National Award for eGovernance along with salient features (in 500 words approx)

The sex ratio of a given population is a strong indicator to ascertain social health. Skewed sex ratio is a matter of concern & is due to social reasons as well as misuse of medical technology of Ultrasonography / Imaging equipments. As a part of concerted efforts, the State of Gujarat developed a comprehensive web portal named "<http://www.betivadhaao.gujarat.gov.in>", to intensify effective monitoring & implementation of PC & PNDT Act. This project was launched in January 2013.

The objective of this web portal is to enable implementing authority to be well informed through online submission by the doctors, of the details of sonography conducted on a pregnant woman in the form of Form- F as suggested in The PC & PNDT Act, 1994 & rules framed there under. It enables for;

- Hassle free filing of online Form – F.
- Real time reflection of Form – F detail summary to appropriate authorities.
- Planning, Monitoring and Implementation of PC& PNDT act through web based application.
- Use of analytical application in identifying the suspected clinics/hospitals indulging in illegal activities like sex selection & sex determination under the aegis of Save the Girl Child Campaign.
- Helps to monitor cross-border violations of the Act.

- This application puts in place system for enabling control, checks & balances on illegal practice of Sex determination & Sex Selection.
- The System has been designed in such a manner so as to have Long Term Impact on improving Sex Ratio & overall positive impact on Society.
- System has generated Trigger all over the State to bring seriousness on the issue of Saving the Girl Child.
- Creating Platform for lodging a complaint.
- The system creates a closed user group (CUG) of Gynaecologists and Radiologists of the State having sonography machine which resulted into percolation of information en masse whenever needed.

The analysis on correlation with the intelligence based information gathered ultimately leads to locate the wrong doers and to book them under the PC & PNDT Act. Legal actions like seizing & sealing the Ultrasonography machine will stop the doctor conducting illegal abortion based on gender of the foetus. The example thus set will lead the other wrong doers refraining from the illegal activities. This ultimately leads to reduction in the incidence of Sex Selective Elimination of a Girl Child and improvement of the Sex Ratio at Birth (SRB) & on a long term the overall Sex Ratio in the society.

The system has created a huge database of sonography done on pregnant women. Eventually after a certain period of time the same can be used for Research and Analysis like,

1. Data of Children with chromosomal disorder, metabolic disorder, congenital anomaly, Mental retardation, Haemoglobinopathy, sex linked disorders, single gene disorder .
2. Mothers with pregnancy during advanced age (i.e. ≥ 35 years)
3. Mother/ Father/ Siblings having genetic disease.
4. Pregnant women with history of genetic or medical disease in the family.
5. Data of invasive procedures like amniocentesis, chorionic villi aspiration, foetal biopsy, cordocentesis.
6. Data of laboratory tests and results of procedures like, chromosomal studies, biochemical studies, molecular studies and perimplantation genetic diagnosis.

8. Date of Launch of Project (please see para 6.2 for eligibility of the project with reference to launch date)

(i) For all categories except Incremental Innovation((dd/mm/yyyy): 01/01/2013

(ii) For Incremental innovation(period during which substantial incremental innovation has been made in the project)-

Year of National e-Governance Award:- Not applicable

9. Beneficiary of the Project: Whole Community particularly Pregnant Women & foetus.

IMPORTANT NOTE

(i) For each award category for which the project has been nominated, the applicant must fill the Award specific form as well. Applications without completely filled in Main Form and Award Specific Form will be summarily rejected.

(Please fill category specific "Award Specific Form" in the prescribed proforma given with this award scheme. Convert to PDF and email)

(ii) All nominated projects (except for **Incremental Innovations in existing projects category**) must have been operational for a period of not less than one year (excluding pilot period) on or before the date of publication of advertisement relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on

the date of publication of advertisement of the relevant year. For example if an advertisement is released for seeking nominations on 15 June 2014 then the project launch date must be between- 15 June 2012 to 15 June 2013

(iii) For '**Incremental Innovations in existing projects Category**' :

(a) Only the project that has been awarded National Award for e-Governance by DARPG (for any category) at least two years prior to the year of advertisement is eligible to apply. (For example the project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2012 is eligible to apply for advertisement published in the year 2014).

(b) Furthermore, the project must have demonstrated substantial incremental innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 15 June 2014 then the substantial incremental innovation in the project must be between- 15 June 2012 to 15 June 2014.

(iv) It is important to identify the name of the relevant team members(not more than 07 including project head) at this stage only as these names will be included for acknowledgement in case the nomination is awarded. Under no circumstances, the name would be allowed to change.

(v) This page of application duly signed and sealed may be scanned and attached with soft copy of the application form. The original copy may be kept which may be required to be submitted to the Department, if the nomination is shortlisted for field visit/ further studies.

(vi) **Self Certification by the Project Head in the format applicable to the organization must accompany the Main Application Form.**

Details of Head of the nominated project

Name of the Project Head of the project: Shree J. P. Gupta

Designation : Commissioner, Health, Medical Services & Medical
Education, Gujarat

Contact Address : Block No. 5, Dr. Jivraj Mehta Bhavan, Gandhinagar 382010,
Gujarat

E-mail Address : cohealth@gujarat.gov.in

Fax : 07923256430

Telephone Number: : 079 23253271 Mobile 09978406064

Details of team for the nominated project

Key Team Members with their Role Designation [Please mention key officers/ staffs **(not more than 7 including project head)** whose contributions were most significant for the success of the Initiative]

Sl NO	Name(s) :	Designation:
1.	Shree P. M. Christian	Chairperson, SAA, PNDDT & Jt. Secy, Rural Health, Gandhinagar
2.	Dr. N. B. Dholakia	Addl. Dir. (FW), Coh, Gandhinagar
3.	Dr. Prakash Vaghela	Asstt. Dir. (RH), CoH, Gandhinagar
4.	Dr. R. R. Vaidya	Asstt. Dir. (FW), CoH, Gandhinagar
5.	Shree Anand Shah	Principal System Analyst, NIC, Gujarat State Center, Gandhinagar
6.	Shree Shailesh Khanesa	System Analyst, NIC, Gujarat State Center, Gandhinagar
7.	Dr. P. L. Dave	MO, PC & PNDDT Cell, CoH

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization belonging to Central/ State Government


This is to certify on behalf of the Organization and all team members involved in the Project that :

- (a) the particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).
- (e) the organization is not blacklisted/ debarred by any government body.
- (f) In the event of any information given by me/us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place: Gandhinagar

Date: 29/08/2014
Seal of Organisation




Signature of Project Head
Commissioner,
Health, Medical Services and
Medical Education
Gujarat State, Gandhinagar

Note:

1. Nominations of all organization belonging to Central Government/ State Government must accompany the above Self Certification
2. The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-production of original declaration, the nomination will be treated as incomplete and will be liable for rejection as per Para 6.1 (n) of the Award Scheme.

FORMAT-II

PROFORMA OF AWARD SPECIFIC FORM

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES	
I. NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'	
1.	Coverage - Geographical and Demographic ()
(i) Comprehensiveness of reach of delivery centres,	3399 Sonography Centres covering the entire population of Gujarat
(ii) Number of delivery centres	3399 Sonography Centres across the state of Gujarat
(iii) Geographical	(a) National level - No of State covered:- Gujarat (b) State/UT level- No of District covered:- 33 District of Gujarat (c). District level- No of Blocks covered:- 258 Talukas all over Gujarat Please give specific details:- Clinics/ Hospitals private or Government Organizations are part of the project, Which are registered at district level as per the PC&PNDT Act 1994
(iv) Demographic spread (percentage of population covered)	100%
2.	Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):
	<ul style="list-style-type: none">- The form "F" were sent in hard copy by every clinic/ Hospital which were to be checked & analyzed at District level by staff- There was no centralized data available for decision making- There was no centralized data available for identifying offenders of The PC & PNDT Act, 1994.(The Act for short)- There was no State level database- No Real time availability of data- No Uniformity in data available- Difficulty in handling huge data- Also, need to improve Sex Ratio in all the Districts & directions of Hon'ble High Court of Gujarat lead to creation of Web portal for online submission of the required details of sonography of Pregnant Women across the State.

3.	<p>Extent of Process re-engineered (Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows - before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled) #)</p> <ul style="list-style-type: none"> - Previously The form "F" were sent to District Health Officer in hard copy by every clinic/ Hospital which were to be checked & analyzed at District level by staff - As per direction of Hon'ble HC of Gujarat the web portal was created, User Id & Password given to every clinic for submission of data of sonography of pregnant women as prescribed in the Act in the form of Form online in ICT enabled Application - Analysis of the Non compliant clinics was earlier done manually and also was not 100% accurate, in the current system, analytics has been incorporated to ensure that the automated notices are being generated and sent to the non compliant clinics. - Complaint lodging and monitoring has been included in the application to ensure better monitoring and grievance redressal along with status update facility for all the users.
4.	Strategy Adopted
(i) Details of base line study done,	<p>Detailed study of causes of skewed sex ratio, methods of misuse of technology, provisions of The Act, Data Sex Ratio, Child Sex Ratio, Sex Ratio at Birth was done. Discussion of details of form 'F' & Hon'ble HC directions by NIC Gujarat with administrators.</p>
(ii) Problems identified,	<p>Motivating the Medical fraternity to comply who were reluctant to upload the data online as it was an additional burden from their point of view.</p>
(iii) Roll out/implementation model,	<p>Initially the project was launched in Gandhinagar District of Gujarat in Jan-13 followed by roll out across all the district which was completed in phased manner.</p>
(iv) Communication and dissemination strategy and approach used.):	<p>Sensitization & Problem solving from District Appropriate Authority, District Information Officers (NIC) & State Officials during workshops group meetings.</p>

5. Technology Platform used-

(i) Description

MS Windows O.S. Application developed in dot net frame work 3.5, Data base in SQL 2012 with Reporting Service.

(ii) Interoperability : To be integrated with existing application of the department

(iii) Security concerns

None, Application has been audited by Third Party security agency on 29/5/2013

(iv) Any issue with the technology used

No

(v) Service level Agreements (SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

NIC has developed the application; mutually agreed response time in case of lodging of complaint is 24 hours.

Uptime of 24*7*365

6. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user,

Detail of Pregnant Women's sonography to be up loaded within 10 days of completing sonography from the Computer System of clinic/hospital. There is a reduction in the overall effort of online submission of Form "F" by the user along with physical submission as per the Act.

(ii) Feedback/grievance redressal mechanism, Citizen/user can lodge a complaint in the grievance module of the portal and also view the status of the complaint.

(iii) Audit Trails:- Log of every user is stored in data base as time of login and details of uploading of Form-F with details of user and a time stamp. It can be verify and traced.

(iv) Interactive platform for service delivery, Citizen/ user can view status of their complaint from anywhere in the world through Internet

(v) Stakeholder consultation :- Stakeholders like Gynecologist and Radiologists were oriented and motivated for the online submission of form F during Workshops & group meetings of their Professional Associations. Stakeholders' trouble shooting is done at district level by Chief District Health Officer and District Information Officer (NIC) for minor problems. In case of major troubles the problem can be solved from state level NIC centre, Gandhinagar.

7. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

Web based

(ii) Completeness of information provided to the users,

User can generate filled form F & take print out for their record & use

(iii) Accessibility (Time Window),

Application is hosted at State Data center of GOG hence Application is available 24X7 for 365 days.

(iv) Distance required to travel to Access Points Application is available on Internet.

(v) Facility for online/offline download and online submission of forms,
Facility to online submission of form

(vi) status tracking User can see real time status of form F filled & also get necessary report for their use They can also track status of complaints registered on the portal.

8. **Efficiency Enhancement** (Give specific details about the following #)

(i) Volume of transactions processed As on 28-8-14, More than 17 lacs form F filled up since Jan-2013

(ii) Coping with transaction volume growth Sufficient Storage available at State Data Centre.

(iii) Time taken to process transactions:- Real Time

(iv) Accuracy of output:- 100 %

(v) Number of delays in service delivery:- No delay

9. **Cost effectiveness** (Give details about impact on cost incurred w.r.t. verhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

Application developed by NIC, Gujarat. Zero cost has been incurred by the department.

10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc.#)

Orientation & Capacity building of users, Administrators & other Stake holders through workshops & meetings were completed by Department staff and NIC officials. Refresher trainings are also given by District officials on a regular basis.

11. **Accountability** (Give details about, impact on transparency of process, fixing responsibilities etc. #)

Web application gives complete transparency throughout the Administration, Grievances have to be addressed by the respective authority thereby fixing the responsibility to the concerned authority. Analytical output of the data available for their Jurisdiction can be viewed by all the Appropriate Authorities at District level

12. **Innovation** (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

Administration can view non reporting clinic/hospital with the help of web application with the centralized data, Administration can find out the culprits by proper data analysis. This is one the unique application developed for PC & PNDT Act implementation throughout State using ICT. Through this web-application any citizen can lodge complaint against sonography centre and also against the Appropriate Authorities. Status of complaint can be viewed by citizen through Internet. Further enhancement in application can be alone by incorporation of SMS (Mobile Governance) to users by system generated information/notice.

13. **Appropriate Delegation** (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

At State level NIC State Level officials Shri Anand Shah, Principal System Analyst & Shri Shailesh Khanesha, System Analyst & at Commissionerate of Health Assistant Director (FW) & Medical Officer, PC & PNDT Cell, Gandhinagar are the responsible officers for administration of the web portal.

At district level DIOs and Chief District Health officers are involved in rollout, monitoring and supporting the services.

14. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

Ease of Data Monitoring & Management Information System for decision making for identifying culprits, percolation of mass information

(ii) To citizen

Can complain online against any sonography. Centre & Appropriate Authority

(iii) Other stakeholders

All State holders can have access to PNDT & MTP Act, Court judgment, Photo gallery, latest flash news, Sex ratio District Wise & contact information of administration.

15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

G2G- All Appropriate Authority benefitted all over Gujarat by ease of data handling, Analysis for identifying offenders. Ease of access to Acts, GRs, Notice and Court Judgments. This application puts in place system for enabling control, checks & balances on illegal practice of Sex determination.

G2C- Register a complaint & view status online.

16. Adaptability Analysis

(i) Measures to ensure adaptability and salability:-

Application can be upgraded by mobile Governance using.

(ii) Measures to ensure replicability:-

Can be replicated throughout the country.

(iii) Restrictions, if any, in replication and or scalability:- Nil

(iv) Risk Analysis:-

No major Risk as this application use is as per direction of Hon'ble HC of Gujarat.
17. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations:-

In comparison to the older system of hard copy (still continued as per the provision of the Act) the newer online submission of sonography data is efficient in following manner.

1. Real time information of Sonography data available.
2. Real time availability & analysis of data.
3. Defaulters in reporting can be indentified easily.
4. Help in Culprit identification.
5. District wise monitoring from State level.

18. Other distinctive features/ accomplishments of the project:

1. Centralized Data Base of From 'F'.
2. Robust Analysis & Query Modules.
3. Online Complaint Registration with/without declaring identify of the complainant & view the status of complaint online.
4. Detection of Cross border violation of the Act by easy access and availability of tabulated Address data.
5. Creating Platform for lodging a complaint.
6. The system creates a closed user group (CUG) of Gynecologists and Radiologists of the State having sonography machine which resulted into percolation of information en masse whenever needed.
7. The system has created a huge database of sonography done on pregnant women.

Eventually after a certain period of time the same can be used for research and analysis like:

- Data of Children with chromosomal disorder, metabolic disorder, congenital anomaly, Mental retardation, Haemoglobinopathy, sex linked disorders, single gene disorder.
- Mothers with pregnancy during advanced age (i.e ≥ 35 years)
- Mother/ Father/ Siblings having genetic disease.
- Pregnant women with history of genetic or medical disease in the family.
- Data of invasive procedures like amniocentesis, chorionic villi aspiration, foetal biopsy, cordocentesis etc.
- Data of laboratory tests and results of procedures like, chromosomal studies, biochemical studies, molecular studies and pre-implantation genetic diagnosis.
- This application puts in place system for enabling control, checks & balances on illegal practice of Sex determination.
- It generates awareness to 'Save the Girl Child'.
- The System has been designed in such a manner so as to have Long Term Impact on improving Sex Ratio & overall impact on Society.
- System has generated Trigger all over the State to bring seriousness on the issue of Saving the Girl Child.

This is just an indicative list. Applicant can add on more information based on suitability of the project nominated.